

WHAT IS CLAIMED IS:

1. A service vehicle for making service calls at a plurality of locations, the service vehicle comprising:

  - 5 a position determination device;
  - a subsystem indicator indicating a condition of a subsystem of the service vehicle;
  - an associated mobile communication device; and
  - 10 a hub in permanent communication with a central computer, the hub communicating with the position determination device, the subsystem indicator, and the mobile communication device.
2. The service vehicle of claim 1 wherein the position determination device comprises a global positioning system receiver.
- 15 3. The service vehicle of claim 1 wherein the subsystem indicator indicates the condition of an ignition of the service vehicle.
4. The service vehicle of claim 1 wherein the subsystem indicator indicates the condition of an odometer of the service vehicle.
- 20 5. The service vehicle of claim 1 wherein the hub is in wireless communication with a cellular telephone tower.
- 25 6. The service vehicle of claim 1 wherein the central computer communicates with an Internet site.

7. The service vehicle of claim 1 wherein the central computer comprises a private network.

5 8. The service vehicle of claim 1 wherein the hub communicates with the central computer at least in part according to CDPD protocol.

9. The service vehicle of claim 1 wherein the hub communicates with the central computer at least in part according to GPRS protocol.

10 10. The service vehicle of claim 1 wherein the central computer provides directions to the service vehicle to a subsequent destination.

15 11. The service vehicle of claim 1 wherein the central computer provides traffic data to the service vehicle.

12. The service vehicle of claim 1 wherein the hub is in wireless communication with the mobile communication device.

20 13. The service vehicle of claim 1 wherein the hub is in wireless communication with the mobile communication device according to an IEEE 802.11 protocol.

25 14. The service vehicle of claim 1 wherein the hub is in wireless communication with the mobile communication device according to a bluetooth protocol.

15. The service vehicle of claim 1 wherein the hub is in wireless communication with the subsystem indicator.

5 16. A system for monitoring a plurality of service vehicles, the system comprising:

a central computer;  
a position determination device in each service vehicle;  
a subsystem indicator in each service vehicle, the subsystem

10 indicator indicating a condition of a subsystem of the service vehicle;  
a mobile communication device associated with each service vehicle; and

a hub in each service vehicle, the hub being in permanent communication with the central computer, the hub communicating with the

15 position determination device, the subsystem indicator, and the mobile communication device.

17. The system of claim 16 wherein the position determination device comprises a global positioning system receiver.

20 18. The system of claim 16 wherein the subsystem indicator indicates the condition of an ignition of the service vehicle.

25 19. The system of claim 16 wherein the subsystem indicator indicates the condition of an odometer of the service vehicle.

20. The system of claim 16 wherein the hub is in wireless communication with a cellular telephone tower.

21. The system of claim 16 wherein the central computer communicates with an Internet site.

5 22. The system of claim 16 wherein the central computer comprises a private network.

23. The system of claim 16 wherein the hub communicates with the central computer at least in part according to CDPD protocol.

10 24. The system of claim 16 wherein the hub communicates with the central computer at least in part according to GPRS protocol.

15 25. The system of claim 16 wherein the central computer provides directions to the service vehicle to a subsequent destination.

26. The system of claim 16 wherein the central computer provides traffic data to the service vehicle.

20 27. The system of claim 16 wherein the hub is in wireless communication with the mobile communication device.

25 28. The system of claim 16 wherein the hub is in wireless communication with the mobile communication device according to an IEEE 802.11 protocol.

29. The system of claim 16 wherein the hub is in wireless communication with the mobile communication device according to a bluetooth protocol

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30. The system of claim 16 wherein the hub is in wireless communication with the subsystem indicator.

10 providing a central computer;

10 providing each service vehicle with a position determination device, a subsystem indicator, a mobile communication device, and a hub in permanent communication with the central computer, the hub communicating with the position determination device, the subsystem indicator, and the mobile

15 communication device; and

15 directing the service vehicle to a subsequent service call based on the information received by the central computer from the hub.